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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/684,163	10/10/2003	Rostislav Shabalin	MS1-2672US	2292

22801 7590 12/12/2008
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EXAMINER	
TRUONG, LOAN	

ART UNIT	PAPER NUMBER
2114	

MAIL DATE	DELIVERY MODE
12/12/2008	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	**Application No.** 10/684,163	**Applicant(s)** SHABALIN, ROSTISLAV	
	Examiner LOAN TRUONG	**Art Unit** 2114	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *30 September 2008*.
2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.
3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1,2,4-7,20,21 and 23-30* is/are pending in the application.
  4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5)☐ Claim(s) _____ is/are allowed.
6)☒ Claim(s) *1,2,4-7,20,21 and 23-30* is/are rejected.
7)☐ Claim(s) _____ is/are objected to.
8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.
10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.
  Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
  Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  a)☐ All b)☐ Some * c)☐ None of:
    1.☐ Certified copies of the priority documents have been received.
    2.☐ Certified copies of the priority documents have been received in Application No. _____.
    3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
  * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08)
  Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413)
  Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

1. This Office Action is in response to applicant's request for continuation filed on Sept. 30, 2008.

2. Claims 1-2, 4-7, 20-21 and 23-30 are presented for examination. Claims 1and 20 are amended. Claims 27-30 are newly added.

Response to Arguments

3. Applicant's arguments with respect to claims 1-2, 4-7, 20-21 and 23-30 have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

The factual inquiries set forth in *Graham* **v.** *John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

4. Claims 1-2, 4, 6-7, 20-21 and 23, 25-30 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al. (US 6,615,240) in further view of Keinsley et al. (US 2003/0154403) in further view of Panarello et al. (US 6,289,370).

In regard to claim 1, Sullivan et al. teach a method for reporting errors in an application, the method comprising:

generating an error message box upon determination that an error occurred (*self help technique generate an error message when user has tried unsuccessfully to launch an application, col. 7 lines 44-50)*, the generation of the error message box by way of an error handling mechanism engaged upon determination that the error occurred (*the display of this error message has prompted the user to request technical support through the Motive Assistant for error handling, col. 7 lines 44-67)*;

displaying the error message box (*display the error message when user has tried unsuccessfully to launch an application, col. 7 lines 44-50)*;

connecting to product support (*HTTP request is made to the automated technical support server, col. 8 lines 30-32)* in response to selection of the URL in the error message box (*self help facilitated through use of active content pages with a given diagnostic map associated with a page via a URL, col. 8 lines 52-67)*; and

passing the at least one string to the product support (*the search string is a value when fed into the technical support server produce relevant hits for solving the technical problem, col. 9 lines 25-29)*, the string including an error message identifier corresponding to information concerning the error (*problem area and description are entered by the user to be submitted through a new service request, col. 8 lines 1-8)*;

Sullivan et al. does not explicitly teach the method comprising: generating a universal resource locator (URL) associated with the error, the URL including at least one string for use by product support; wherein the error message box including the URL therein; and matching the error message identifier to the information concerning the error.

Keinsley et al. teach the web-based security with controlled access to data and resources by implementing a customize way to present error message to a user (*paragraph 0685).* Error types are defined in an error message table and the error dialog retrieves an error message from the database based on the port of origin ID and Error message ID where the Error dialog always displays the error message and an OK button, which performs a redirect when clicked and the OK redirect URL is stored in the error message table (*paragraph 0686).*

It would have been obvious to modify the method of Sullivan et al. by adding Keinsley et al. method for we-based security with controlled access to data and resources. A person of ordinary skill in the art at the time of applicant's invention would have been motivated to make the modification because it would provide the ability to customize the error message presented to a user (*paragraph 0685).*

Sullivan et al. and Keinsley et al. does not teach the method comprising: the generating including calling a function to construct the URL associated with the error.

Panarello et al. teach the method for platform independent enhanced help system for an internet enabled embedded system by the embedded system forming a dialog box by implementing a determination of the URL of a file on the content server which provides multi-media information and form a data page in which a help button is bound to the URL of the content file on the content server containing the context specific help information and returns the data page to the client system including the help button binding to the context specific help information on the help server (*col. 7 lines 10-30, fig. 8 and 9*).

It would have been obvious to modify the method of Sullivan et al. and Keinsley et al. by adding Panarello et al. method for platform independent enhanced help system. A person of ordinary skill in the art at the time of applicant's invention would have been motivated to make the modification because it would enhance data contents provided to a user from an embedded system and varied help information to a user for an embedded system (*col. 1 lines 15-20*).

In regard to claim 2, Sullivan et al. teach the method of claim 1 wherein the errors are automatically resolved to corresponding documentation (*step 62 determine whether the user requires automated technical support and if user indicated request for technical support the routine continues to step 64 to bring up an interface including a listbox of possible problem areas, col. 7 lines 51-67*).

In regard to claim 4, Sullivan et al. teach the method of claim 1 further comprising: receiving information from the product support in response to the passing of the string (*client GUI provide dialog boxes to enable the user to monitor the interaction during a connection with an SE when live help is required, col. 7 lines 25-28)*.

In regard to claim 6, Sullivan et al. teach the method of claim 1 wherein the error message box is a graphical user interface including a link to the URL that can be activated by a user to connect to the product support (*action content pages is a web based content that has one or more diagnostic maps associated with a page via a URL, col. 8 lines 52-64)*.

In regard to claim 7, Sullivan et al. teach the method of claim 6 wherein the graphical user interface further includes a title, and a button for the user to acknowledge the error (*error message included for example "wwint132.dll error" and prompted the user to request technical support, col. 7 lines 44-50)*.

In regard to claim 20, Sullivan et al. teach a computer storage medium having stored therein instructions for performing acts for creating an error message, the acts comprising:

generating an error message box upon determination that an error occurred (*self help technique generate an error message when user has tried unsuccessfully to launch an application, col. 7 lines 44-50)*, the generation of the error message box by way of an error handling mechanism engaged upon determination that the error occurred (*the display of this* *error message has prompted the user to request technical support through the Motive Assistant for error handling, col. 7 lines 44-67)*;

displaying the error message box (*display the error message when user has tried unsuccessfully to launch an application, col. 7 lines 44-50)*;

connecting to product support (*HTTP request is made to the automated technical support server, col. 8 lines 30-32)* in response to selection of the URL in the error message box (*self help facilitated through use of active content pages with a given diagnostic map associated with a page via a URL, col. 8 lines 52-67)*; and

passing the at least one string to the product support (*the search string is a value when fed into the technical support server produce relevant hits for solving the technical problem, col. 9 lines 25-29)*, the string including an error message identifier corresponding to information concerning the error (*problem area and description are entered by the user to be submitted through a new service request, col. 8 lines 1-8)*;

> Sullivan et al does not teach the computer storage medium comprising: generating a universal resource locator (URL) associated with the error, the URL including at least one string for use by product support; wherein the error message box including the URL therein; and matching the error message identifier to the information concerning the error.
>
> Keinsley et al. teach the web-based security with controlled access to data and resources by implementing a customize way to present error message to a user (*paragraph 0685).* Error types are defined in an error message table and the error dialog retrieves an error message from the database based on the port of origin ID and Error

message ID where the Error dialog always displays the error message and an OK button, which performs a redirect when clicked and the OK redirect URL is stored in the error message table (*paragraph 0686).*

Refer to claim 1 for motivational statement.

Sullivan et al. and Keinsley et al. does not teach the method comprising: the generating including calling a function to construct the URL associated with the error.

Panarello et al. teach the method for platform independent enhanced help system for an internet enabled embedded system by the embedded system forming a dialog box by implementing a determination of the URL of a file on the content server which provides multi-media information and form a data page in which a help button is bound to the URL of the content file on the content server containing the context specific help information and returns the data page to the client system including the help button binding to the context specific help information on the help server (*col. 7 lines 10-30, fig. 8 and 9).*

Refer to claim 1 for motivational statement.

In regard to claim 21, Sullivan et al. teach the computer storage medium of claim 20 wherein the errors are automatically resolved to corresponding documentation (*step 62 determine whether the user requires automated technical support and if user indicated request for technical support the routine continues to step 64 to bring up an interface including a listbox of possible problem areas, col. 7 lines 51-67).*

In regard to claim 23, Sullivan et al. teach the computer storage medium of claim 20, the acts further comprising: receiving information from the product support in response to the passing of the string (*client GUI provide dialog boxes to enable the user to monitor the interaction during a connection with an SE when live help is required, col. 7 lines 25-28).*

In regard to claim 25, Sullivan et al. teach the computer storage medium of claim 20, wherein the error message box is a graphical user interface including a link to the URL that can be chosen by the user (*action content pages is a web based content that has one or more diagnostic maps associated with a page via a URL, col. 8 lines 52-64).*

In regard to claim 26, Sullivan et al. teach the computer storage medium of claim 25 wherein the graphical user interface further includes a title, and a button for the user to acknowledge the error (*error message included for example "wwint132.dll error" and prompted the user to request technical support, col. 7 lines 44-50).*

In regard to claim 27, Sullivan et al. and Keinsley et al. does not teach the method of claim 1 wherein the function includes strings at least identifying an application, a version of the application, and the error message identifier.

Panarello et al. teach the method for platform independent enhanced help system for an internet implementing a URL of the help files wherein the URL links help files to a help button in an embedded form to map context specific help information to the specific embedded form which includes three pieces: server location, release identifier and HTML topic (*col. 6 lines 12-40)*.

Refer to claim 1 for motivational statement.

In regard to claim 28, Sullivan et al. and Keinsley et al. does not teach the method of claim 1 wherein the generating generates the URL further including the strings identifying the application and the version of the application.

Panarello et al. teach the method for platform independent enhanced help system for an internet implementing a URL of the help files wherein the URL links help files to a help button in an embedded form to map context specific help information to the specific embedded form which includes three pieces: server location, release identifier and HTML topic (*col. 6 lines 12-40)*.

Refer to claim 1 for motivational statement.

In regard to claim 29, Sullivan et al. and Keinsley et al. does not teach the method of 20 wherein the function includes strings at least identifying an application, a version of the application, and the error message identifier.

Panarello et al. teach the method for platform independent enhanced help system for an internet implementing a URL of the help files wherein the URL links help files to a help button in an embedded form to map context specific help information to the specific embedded form which includes three pieces: server location, release identifier and HTML topic (*col. 6 lines 12-40)*.

Refer to claim 1 for motivational statement.

In regard 30, Sullivan et al. and Keinsley et al. does not teach the method of claim 20 wherein the generating generates the URL further including the strings identifying the application and the version of the application.

Panarello et al. teach the method for platform independent enhanced help system for an internet implementing a URL of the help files wherein the URL links help files to a help button in an embedded form to map context specific help information to the specific embedded form which includes three pieces: server location, release identifier and HTML topic (*col. 6 lines 12-40)*.

Refer to claim 1 for motivational statement.

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5. Claims 5 and 24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al. (US 6,615,240) in further view of Keinsley et al. (US 2003/0154403) in further view of Panarello et al. (US 6,289,370) in further view of Bradfield et al. (US 2003/0185368).

In regard to claim 5, Sullivan et al. teach the method of claim 1 wherein the at least one string includes one or more of a vendor name (*Microsoft office site, fig. 12)*, a product name (*Wwint, fig. 12)*, an image of the application state (*diagnostic state of the computer into the support center, col. 12 lines 39-50)*, the error message identifier (*having problem with Word, fig.*

12), and, the string enabling interaction between a user and the product support via an application programming interface (*request for live help, fig. 4, 74, col. 12 lines 9-50)*.

Sullivan et al., Keinsley et al. and Panarello et al. does not teach the method of claim 1 wherein the string includes a language appropriate for the application.

Bradfield et al. disclosed the method of the packet payload data structure includes a language identifier (*fig. 4, 427, 437, paragraph 0050)*. Furthermore Bradfield et al. also disclosed the data structure field describing the company or vendor identifier and the network service product name (*fig. 4, 431, 429, paragraph 0050)*.

It would have been obvious to modify the method of Sullivan et al., Keinsley et al. and Panarello et al. by adding Bradfield et al. packet payload data structure. A person of ordinary skill in the art at the time of applicant's invention would have been motivated to make the modification because it would include a variety of additional information that can be used to inspect and parse the contents of a received packet (*paragraph 0019)*.

In regard to claim 24, Sullivan et al. teach the computer storage medium of claim 20 wherein the string includes one or more of a vendor name, a product name, an image of the application, the error message identifier, and, the string enabling interaction between a user and the product support via an application programming interface.

Sullivan et al., Keinsley et al. and Panarello et al. does not teach the computer storage medium of claim 1 wherein the string includes a language appropriate for the application.

Bradfield et al. disclosed the computer storage medium of the packet payload data structure includes a language identifier (*fig. 4, 427, 437, paragraph 0050)*. Furthermore Bradfield et al. also disclosed the data structure field describing the company or vendor identifier and the network service product name (*fig. 4, 431, 429, paragraph 0050)*.

Refer to claim 5 for motivational statement.

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Conclusion

6. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. See PTO 892.

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to LOAN TRUONG whose telephone number is (571) 272-2572. The examiner can normally be reached on M-F from 8am-4pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, SCOTT BADERMAN can be reached on (571) 272-3644. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Loan Truong
Patent Examiner
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/Scott T Baderman/
Supervisory Patent Examiner, Art Unit 2114